# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

STARRED QUESTION NO:538
ANSWERED ON:02.05.2002
HARASSMENT OF RAILWAY PASSENGERS BY TICKET COLLECTORS .
SRIKANTA DATTA NARASIMHARAJA WADIYAR

**Will the Minister of RAILWAYS be pleased to state:**

(a) whether the Government are aware of the growing harassment of railway passengers by ticket collectors and other special squad mobile officers of railways;

(b) whether unfair and frivolous checking has been increasing relating to extra baggage, incorrect entry of age and gender on ticket and other minor and unwarranted enquiries in various long distance trains particularly in the south bound trains;

(c) if so, the reaction of the Government thereto;

(d) whether TC and TTE`s have been fixed with targets for collecting fines and penaltieswhich is compelling them to harass the genuine passengers;

(e) if so, the reasons therefor; and

(f) the remedial measures proposed to be taken in this regard?

## Answer

MINISTER OF RAILWAYS (SHRI NITISH KUMAR)

(a) to (f): A Statement is laid on the Table of the Sabha.

Statement referred to in reply to parts (a) to (f) of Starred Question No.538 by Shri S.D.N.R. Wadiyar to be answered in Lok Sabha on 02.05.2002 regarding Harassment of Railway Passengers by Ticket Collectors.

(a): Some complaints regarding alleged harassment of passengers by ticket checking staff come to notice from time to time.

(b): No, Sir.

(c): All complaints are inquired into and suitable action is taken against the staff found responsible for lapses, if any.

(d) & (e): Targets for ticket checking staff are fixed for the staff to achieve certain levels of outputs for the purpose of curbing the irregular travel by passengers.

(f): In order to monitor the working of ticket checking staff, supervisory checks are conducted by various inspecting officials. Mechanism of getting complaints and suggestions also exists to get feedback from passengers. Besides, the Railways have also initiated training programmes in customer care to bring about the attitudinal changes amongst the staff while dealing with the passengers.